

Reminder

Paratransit – mobility aids

The STC des Sources paratransit service offers accessible door-to-accessible door public transit service by reservation only.

The eligibility criteria are as follows:

- Be a handicapped person, that is, "a person with a deficiency causing a significant and persistent disability (impairment), who is liable to encounter barriers in performing everyday activities"
- Have mobility limitations that justify the use of paratransit. As identified in the form.

A form (named "Paratransit form") must be filled by a health professional to access the service.

The STC des Sources reserves the right to choose the type of vehicle (minibus, standard taxi or accessible taxi) used for any given trip. This choice is based on the user's limitations and the resources available.

ASSISTANCE PROVIDED BY THE DRIVER

Is limited to immediate embarkation and disembarkation: 1) give the arm, 2) go up or down the vehicle, 3) cross the distance between the vehicle and the exterior door of the place of origin and destination, 4) takes you to the most accessible exterior entrance of the residence or the public building (ex.: lobby), 5) cross the threshold of the exterior door of the place of origin and destination.

In general, the driver is not allowed to cross interior steps.

Under no circumstances the driver should: 1) carry a customer in his arms or take a wheelchair down the stairs, 2) have to assist the user once inside the building, 3) use an elevator or a staircase to pick you up or drive you upstairs.

ACCESSIBILITY OF PLACES

Make sure you know in advance the accessibility of the buildings visited.

- If you use a manual wheelchair and there is no ramp, or there is more than 3 consecutive steps to cross (outside steps), you must be able to cross this obstacle alone or with the help of someone other than the driver.

- For people in wheelchair (non-transferable, for example motorized wheelchair): for 1 to 3 steps and more than 3 steps, it is mandatory to have a ramp at the place of departure and arrival.
- For people that are walking with or without a mobility aid (for example: a walker or a cane), for 1 to 3 steps and more than 3 steps, help is provided by the driver.
- For people in manual wheelchairs: for 1 to 3 steps, assistance is provided by the driver. For more than 3 steps, the person must be able to go up and down alone, or with help other than the driver.

The ramps of an obstacle-free course must have:

- A clear width of at least 870 mm between two handrails and a maximum of 920 mm, when the ramp does not reduce the required width for an evacuation
- A slope of at most 1: 12

The ramp must be stable, firm and non-slippery. An outdoor ramp may become unusable if ice or snow builds up. In this case, the driver could refuse transport for security reasons.

MOBILITY AIDS EQUIPMENT

As a safety measure, mobility aids must be in good working condition, clean, and meet the standards required by authorities, otherwise transportation may be refused and will be considered as a blank trip.

- Wheelchairs must have: functional brakes, footrest and anti-tip pivots
- The user must ensure that the batteries of the motorized aids are sufficiently charged and fully operational
- Verify that the mobility aid is equipped with an approved restraint system that must provide standardized anchoring, in particular being provided with at least 4 anchoring points allowing it to be securely fixed to the vehicle floor
- Ensure that your equipment respects the maximum dimension of the lifting platform, a maximum of 117 cm (46 inches) in length and 66 cm (26 inches) in width. Note that your weight combined with your mobility aids equipment must not exceed 340 kilograms or 750 pounds
- If the user cannot travel on his mobility aid or if it cannot be properly stowed or is non-compliant, the user must take seat on a regular seat, without the driver's help.
- Ensure that your mobility aid's seat belt is fastened, if your condition requires so.

- Mobility aids examples :



Motorized wheelchair



three-wheel scooter



four-wheel scooter

Restrictions

Flags or any other type of accessory on mobility aids are not allowed.

OXYGEN BOTTLES IN VEHICLES

It is possible to bring one under certain conditions:

- Oxygen bottles must be standardized
- Pressure gauges must be removed or protected
- The valve must be protected when the pressure gauge is removed
- The oxygen bottles must be properly secured or immobilized with structures having adequate capacity, blocking devices, reinforcements, dunnage materials or bags, shoring bars, lashing devices or a combination of these. the system used must allow the bottles to remain in place under normal conditions of transport, including hard braking. The bottles can be stowed to a wheelchair if the equipment is securely attached to the vehicle with suitable devices
- Gross mass must not exceed 150 kg

SERVICE DOG

You can travel with a service dog. When reserving your transports, mention the presence of the animal. At all times, you are responsible for your animal. Proof of a recognized institution for dog training may be asked.

YOUR RESPONSIBILITIES

In order to ensure the safety of passengers on board or near the vehicle, the STC des Sources asks you to observe certain safety rules and to adopt appropriate behavior. Otherwise, your transport could be canceled or refused if the driver judges that there is a security risk.

- Notify the presence of your mobility aid when reserving your transport;
- If your condition requires it, make sure that someone is present at the embarkation and disembarkation places. The caregiver is responsible for ensuring that the user is in a state that will allow safe transportation
- The user, or his caregiver, is responsible for asking the driver for help or informing him of any information facilitating embarkation or contributing to the comfort and safety of the user.
- You are responsible for ensuring that the requested places are adequate, safe and accessible considering the service is accessible door - to - accessible door.
- If you use a three or four-wheel scooter or any other non-compliant mobility aid, you must be able to transfer yourself to a regular seat and be able to walk few steps in the vehicle or use the help of a companion* to help you make the transfer to a regular seat, both at the place of origin and destination. At no time, you may remain seated on your mobility aid.
- If your health requires it, it is mandatory that someone awaits you at the requested places to help you. A customer whose level of autonomy would allow him to be left alone at his destination may be exempt from this procedure.

**Your companion must get on and off at the same places as you. It is the responsibility of the user to notify the presence of the companion to the dispatcher. Only mandatory companions can have free entrance, other have to pay the transport.*